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| **Lini**  ***Admin/HR Assistant/Customer Service Professional***  **E-mail:** [lini.146171@2freemail.com](mailto:lini.146171@2freemail.com) | Untitled |

**Profile Synopsis **

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Versatile, Dynamic and Goal-oriented professional offering 4+ years of broad experience, skills and peculiarity for a solid career foundation in a progressive enterprise; Acquired practical work experience in handling Logistics Coordination, Store Management, Sales, Customer Service related functions and General Administration. Demonstrated competencies in carrying out multiple tasks simultaneously, performing well under pressure, meeting tight deadlines, maintaining strict confidentiality of company records, coordinating with third parties and surpassing performance parameters; Possess enthusiasm, tenacity and initiative in achieving performance goals, desirous for continuous learning with excellent communication, analytical, coordination, organization, time management, problem- solving and interpersonal skills. Seek a solid career foundation and good outcome within growing organization that provides an opportunity for career growth and professional experience.

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| **Strengths** | |
| * Gained 4+ years UAE experience w/in MNC Company * Capabilities to Multi-task and meet tight deadlines * Adoptable to work within a team or Independently * Excellent Planning, Organizing and Time management * Possess Integrity, Creativity, Honesty & Teamwork | * Excellent Customer Service and Office Administration * Superb tolerant & handle pressure w/ ease & efficiency * Ability to deal effectively w/ phone and email inquiries * Strong Organization/Analytical & Problem-solving skills * Goal oriented – Dynamic – Vibrant Personality |

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| **Educational Qualification** |

**Bachelor’s Degree in Commerce –** *M.G University, India* **2013**

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| **Career Snapshot** |

**Logistics Coordinator –** *Kinokuniya Book Store, Dubai Mall, Dubai* **2013 – Present**

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| **Core Competency** |

**Customer Service**

* Act as the first point of contact for customers while projecting a professional image at all times. Tact to deal with customers of diverse nationalities.
* Accord highest attention to customers and use customer service skills to heighten sales opportunity of each customer contact. Apply basic concepts, practices, and procedures of handling client’s complaints while meeting high-quality standards for customer services.
* Display high quality, prompt and professional service to achieve customer satisfaction, loyalty, & retention.
* Process customer transactions and respond to products and services inquiries in a responsive, accurate and timely manner. Ensure understanding of client needs through great attention to detail.
* Obtain and examine all information to assess the validity of complaints and determine causes. Refer unresolved customer grievances to the designated department for further investigation.
* Keep records of customer interaction and transactions, details of inquiries, complaints and actions were taken.
* Continually develop an understanding of company’s culture, products, services lines, policies, procedures, ethical initiatives and other areas of business. Reflect the same in everyday performance.
* Reply promptly and professionally to customer queries about product - service specifications, pricing, payment methods, warranty, delivery, etc; file all cash receipts along with product sales invoice copy.
* Understand customers’ requirements and accordingly offer advice on the proper selection of product-service taking into account their need and budget; keep a record of customer information for customer call reports.

**General Administration**

* Provide general administrative support including mailing, scanning, faxing, copying and other clerical and administrative support to management/employees. Act as a point of contact on all administration matters, deal tactfully with all people.
* Manage diary, schedule appointments, record minutes of the meeting, and organize details of travel and events, Knowledge of the organization set up and upholds confidentiality in all official transactions.
* Communicate with internal departments as well as all third parties to exchange information, coordinate activities and promptly resolve issues.
* Open, sort and deliver incoming correspondence, including faxes and e-mail, file and restore documents, records, reports and arrange travel itineraries for executives.
* Read and analyze incoming memos, present reports to find out its significance on various concerns and plan its distribution to the appointed unit for the proper response.
* Provide high tolerance in attending internal or external customer queries, deal with clients and visitors and deliver support to the management or executive level.
* Manage all kinds of administrative and clerical work efficiently, highly skilled in preparing correspondence including statements, forms, reports, presentations, applications and other documents.

**HR Assistant**

* Process, verify and maintain personnel related documentation, including staffing, recruitment, training, grievances, performance evaluations, classifications, and employee leaves of absence.
* Explain company personnel policies, benefits, and procedures to employees or job applicants.
* Record data for each employee, including such information as addresses, weekly earnings, absences, a number of sales or production, supervisory reports on performance, and dates of and reasons for terminations.
* Participate in performance appraisals administration, collecting feedback from staff and line managers and assisting Manager in the analysis.
* Provide assistance during induction of new staff, maintaining staff morale and taking care of their welfare.
* Gather personnel records from other departments or employees. Examine employee files to answer inquiries and provide information for personnel actions.
* Answer questions regarding examinations, eligibility, salaries, benefits, and other pertinent information.
* Compile and prepare reports and documents pertaining to personnel activities. Process and review employment applications to evaluate qualifications or eligibility of applicants.
* Arrange for advertising or posting of job vacancies and notify eligible workers of position availability.

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| **Proven Job Role** |

**Logistics Coordinator –** *Kinokuniya Book Store, Dubai Mall, Dubai*

* Administered the whole gamut related to assessing customers, verification of Import/Export documents, processing invoice, monthly invoice corrections, pricing, stock adjustment and inventory, price update, shipment tracking, processing GRN and GRN checking, adjusting sales returns and dead stock calculations.
* Prepare and update monthly logistics, schedule to assure deliveries to production locations. Coordinate product delivery schedules with customers.
* Assist in obtaining necessary transportation permits for inbound and outbound shipments, as required facilitating timely movements via rail and barge.

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| **I.T Proficiency** |

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* Proficient in MS Office application (Word, Excel, PowerPoint, Email application & Internet).

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| **Personal Details** |

Nationality : Indian

Date of Birth : Married

Marital Status : 10th May 1990

Visa Status : Husband Visa

Languages : English, Malayalam

Reference : Available Upon Request